

INDIAN INSTITUTE OF MANAGEMENT INDORE

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CORRIGENDUM CUM CLARIFICATION-1

No.: IIMI/2021-22/13/Corrigendum-1

March 03, 2022

The following corrigendum and clarifications have been made in Tender No. IIMI/2021-22/13 dated 17-Feb-2022 for Notice Inviting Tender for Facility Management, Hospitality Management and Catering Services at IIM Indore:

CORRIGENDUM

Sn	Tender Clause / Page No.	For	To be read as
1	Page No. 18-19	The obligation of the Institute	As mentioned in this corrigendum at Page No. 3
2	Page No. 19-20	The Obligation Of the Contractor	As mentioned in this corrigendum at Page No. 4 and 5
3	Page No. 13, 19	Sugar Sachets Sugar Cubes	Sugar Cubes/ Sugar Sachet/ Sugar free Sachet
4	Page No. 16, 43	Fresh Whole Fruits (both) / Fresh Whole Fruits	Fresh Fruits

CLARIFICATIONS

Sn	Tender Clause.	Clarification
1	Laundry Services	IIM Indore may provide the space for setting up the laundry facility in such case the electricity and water charges will be paid on actual consumption based on the prevailing rates, by the service provider, However, alternatively, if required the service provider may take the use of the Laundry Services available within the campus (on Direct Payment basis to the Laundry service Provider as per the agreed rates between both the party). Similarly for the personal belongings of the guest the laundry charges are to be collected directly from the guest.
2	Tentative Occupancy / Meal Count	<ul style="list-style-type: none">This tender has the requirement of the different types of services i.e. Facility Management (Housekeeping) for the rooms and common areas, Hospitality Management (Room Upkeep and Front Office Management) and Catering Services.Facility Management (Housekeeping) is the daily routine job along with Hospitality Management (Front Office Management) which needs to be rendered every day by the service provider (irrespective of the occupancy in the ER buildings).

		<ul style="list-style-type: none"> • However the Hospitality Management (Room Upkeep) and Catering Services is purely based on the Room Occupancy. <p>Note: ER-3 building is majorly occupied by the participants of the EPGP (one year residential) programme participants and Executive Education participants, and on an average around 60/70 participants are admitted every year into the EPGP programme, this number depends on the admissions for that particular year.</p>
3	Number of operational kitchens	<p>ER-1 and ER-3 buildings have kitchens and all have dining facility, The operations of the kitchen will be the sole discretion of the service provider, however the dining needs to be arranged in all the three ER buildings and Faculty lounge as under:</p> <ul style="list-style-type: none"> • ER 1 & 2 for the Executive Education participants and Institutional Guests (Majorly the Deluxe Menu is to be served). • ER-3 for the EPGP participants and other Institutional Guests (Majorly the Semi Deluxe menu is to be served). • Faculty lounge for the Institute Faculty and other Institutional Guests (Majorly both types of the menu (Deluxe and Semi Deluxe is to be served as per the requirements).
4	List of Consumable	Please refer to Appendix-C given in this corrigendum for the list of consumable available at Executive Residence-1,2 & 3
5	Format of Bank Guarantee for EMD	Please refer to Appendix-D given in this corrigendum

THE OBLIGATION OF THE INSTITUTE

The Institute obligations are as under:

A. ASSET AND EQUIPMENT:

- Executive Residences Buildings and Faculty Lounge Building, Furniture and Fixtures, Electrical Fittings, Plumbing fittings, Air Conditioners and Geysers etc., Telephone Instruments with Room Extensions, TV (with TV remote), Cable TV Connection, DTH Remote, and its Monthly Subscription, Electronic lockers, etc.,
- Regular Maintenance support for the above.
- Renovation/ addition to the building, solar water heating, fire fighting equipment, emergency power line, etc. shall be taken care of by the Institute,
- Payment of electricity charges and water charges (except kitchen and laundry), telephone bills (except the personal uses of the contractor), house/municipal tax shall be taken care of by IIM Indore (however, any misuse of the electricity and water by the service provider will attract suitable penalty by IIM Indore)
- Limited accommodation- A single room type setup without charges, will be made available to the contractor in the same vicinity (ER-1/ 2/3), which may be used for the accommodation purpose for the essential staff only (such as a chef and essential kitchen staff).

Note : The Designated Official of the Executive Residence Office will hand over the materials mentioned above on as is where is basis. The contractor shall maintain these items properly. Malfunctioning of any equipment shall be addressed immediately and appropriately as this will not be entertained as an excuse for unsatisfactory services. Upon the end of contract/ termination thereof, the contractor must return the same to IIM Indore in good working condition barring normal wear and tear. For shortage/misplacement/theft, the replacement cost of the items will be recovered from the contractor's bill or security deposit.

B. CONSUMABLE:

The institute shall provide the available inventory of the following items along with other consumable items (in a reasonably good condition) mentioned in this tender document (as a one time support on as is where is basis):

- Curtains, Mattress (Standard size is 4 inches except suite rooms where the standard size is 6 inch), Pillows, linens (Pillow cover, bedsheets, towels, comforters etc.) bombay dyeing/ equivalent brand, bathroom sleepers, electric Kettle as one-time support. Mirrors, room Locking arrangements etc.
- Periodic procurement of the same will be under the scope of the service provider.

Note : The meaning of periodic procurement- Upon attaining the life cycle (owing to regular use/ wear and tear/ expiry of usable life) / upon receiving the complaint/ request from the Executive Residence Office. In the eventuality of the service provider not replacing the items in a timely and befitting manner, the Institute retains the right to impose the appropriate penalty.

THE OBLIGATION OF THE CONTRACTOR

Contractor shall be and remain at all times exclusively responsible to provide all material, labour, equipment, machinery, facilities, utilities, consumables, temporary work or any other item that shall be required for or in connection with the work including, but not limited to those indicated by expression or implication in the scope of work, Schedule of Rates, the Specification, Plans, Drawings, and/or other Contract Documents or however otherwise as shall or may from time to time and at any time be necessary for or in connection with the work, either for incorporation in or within the permanent works or in or relative to the execution and performance of the work.

- Napkins, Bed sheets, Bed covers, Duvet/Comforters/Quilt with covers, Bath towels, Hand towels, Pillow covers, Frills, Pillow etc. (Table clothes may be avoided, however the table mats and paper napkins to be used during all the meals)
- Rooms with double occupancy to be provided two sets of toiletries, Two newspapers to be provided in case of double occupancy.
- Flask, Glass tumblers, coasters, hangers, foot mat, cup saucers, sugar pots, teaspoons, tea trays, buckets, mugs, bathroom stool, doormat, mosquito repellent machines with liquid, dustbins, bath stools, bathmats, and cleaning materials.
- Environment friendly materials and crockery (bone china/ porcelain/ equivalent) to be provided.
- Tea and coffee sachet, milk powder sachet and sugar cubes / sugar sachet should be of high quality used for 3 star/4star rated hotels.
- Cutlery, Kitchen Utensils for cooking the food and good quality of chafing dishes.
- The gas connections, LPG gas consumption charges shall be borne by the contractor.
- Proper uniform to all the employees.
- Laundry equipment, including for washing, drying and hanger cabinets, etc.
- Contractor's own / hired transport for obtaining daily needs from the marketplace at the required frequency and for all other service requirements.
- Housekeeping service trolleys.
- Any other items and equipment which may be needed for smooth operations.
- Electricity shall be charged on as per actual consumption (based on the meter readings). The service provider has to pay for the electricity consumed in the kitchen and Laundry only, at the same time the service provider has ensured that there is no misuse of the electricity and water facilities provided by the Institute.
- Drinking Water for rooms & classrooms – Shall be in contractor's scope – The contractor can use the UV water coolers installed by the Institute in the Executive Residences for drinking purposes OR service providers can install their own UV water filters. The contractor will not be allowed to install a RO plant.
- A personalized guest toiletry akin to 3 star / 4 star hotels may be used.
- All kitchen equipment to be installed by the contractor, required for the functioning of the Executive Residence kitchen and to cater 300+ participants at a time. For example Grinder, Deep Freezer, Dough Machine, Dosa Tava, Tandoor Furner, Dish washer, Potato Peeler (Commercial) and other kitchen equipment. The existing set of kitchen equipment which are in good condition will be provided by IIMI (the list of items provided in the tender). Beside that all kitchen equipment required to cater 300 diners including kitchen appliances and refrigerator/walk-in cooler are under the scope of the contractor.
- The contractor has to organize the hardware & accessories including printers of their own. IIM will not provide printers and photocopying machines. The bidder may avail the photocopy facility available in the campus on payment basis.
- The Facility is to be manned round the clock on all days of the year. Therefore, the Service provider should make provisions of manpower and resources accordingly.

- The Contractor shall be responsible for ensuring the proper utilization of the facilities, equipment, furniture and utilities provided by IIM Indore without any manner of abuse or excess use. And also, keep the kitchen and surrounding area absolutely tidy and free from any damage. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be effected from the contractor's bill and the material/item repaired or replaced at his cost. Please refer to the indicative list of assets/ equipment available in the buildings **Appendix-B**.
- Notwithstanding anything elsewhere provided herein, the firm may be penalized if the contractor does not rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the kitchen and/or equipment to a state satisfactory to the Officer-in-charge within 30 days of notice in writing.
- The contractor will be responsible for any major or minor repairs and will arrange for regular maintenance of the equipment provided by the Institute at own cost.

All other terms and conditions remain unchanged.

Sd/-

Officer (Stores, Purchase & Contracts)

APPENDIX-C**LIST OF CONSUMABLE AVAILABLE**

Sr. no.	Name of Item	Location	Quantity in Used(Nos)	Fresh stock (Nos)	Total (Nos)
1	Pillow	ER-1 & 2	200	15	215
2	Pillow Cover	ER-1 & 2	373	99	472
3	Single Bed Sheet	ER-1 & 2	543	475	1018
4	Double Bed Sheet	ER-1 & 2	50	7	57
5	Comforter	ER-1 & 2	185	0	185
6	Comforter Cover	ER-1 & 2	185	16	201
7	BathTowel	ER-1 & 2	584	256	840
8	Hand Towel	ER-1 & 2	56	20	76
9	Mattress	ER-1 & 2	222	0	222
10	Doormat	ER-1 & 2	250	10	260
11	Curtains	ER-1 & 2	250	0	250
12	Buckets	ER-1 & 2	186	0	186
13	Water jar 5 Ltr.	ER-1 & 2	100	0	100
14	Dustbin	ER-1 & 2	186	5	191
15	Mug	ER-1 & 2	102	40	142
16	Bath Stool	ER-1 & 2	102	20	122
17	Clothes Hanger	ER-1 & 2	500	100	600
18	Slippers pairs	ER-1 & 2	186	19	205
19	Beverage Box	ER-1 & 2	102	-	102
20	Tea Tray	ER-1 & 2	102	-	102
21	Tea Cup and Saucer	ER-1 & 2	186	10	196
22	Glass Tumbler	ER-1 & 2	186	110	296
23	Hot Water Kettle	ER-1 & 2	102	-	102
24	Glass Mirror	ER-1 & 2	70	-	70

25	Tea Spoon	ER-1 & 2	186	50	236
26	sugar sachet holder	ER-1 & 2	102	-	102
27	Pillow	ER-3	120	-	120
28	Pillow Cover	ER-3	196	103	299
29	Single Bed Sheet	ER-3	358	218	576
30	Blanket	ER-3	136	14	150
31	Bath Towel	ER-3	150	34	184
32	Mattress	ER-3	90	30	120
33	Doormat	ER-3	90	-	90
34	Curtains	ER-3	180	-	180
35	Buckets	ER-3	90	-	90
36	Water Jar 1 Ltr.	ER-3	120	-	120
37	Dustbin	ER-3	90	-	90
38	Mug	ER-3	90	-	90
39	Clothes Hanger	ER-3	270	-	270
40	Glass Tumbler	ER-3	180	-	180
41	Hot Water Kettle	ER-3	90	-	90
42	Washroom Mirror	ER-3	90	-	90

Note :

- The above number of consumable is indicative only.
- The successful bidder awarded the contract for this tender will be given the proper handover mentioning the exact number by the concerned office.

APPENDIX-D

**Form of Earnest Money Deposit
Bank Guarantee Bond**

WHEREAS, Bidder..... (Name of Bidder) (Hereinafter called "the bidder") has submitted the tender bid dated..... (Date) for the Tender No: IIMI/2021-22/13, Notice Inviting Tender for Facility Management, Hospitality Management and Catering Services at IIM Indore (hereinafter called "the Tender").

KNOW ALL PEOPLE by these presents that we..... (Name of Bank) having our registered office at..... (Hereinafter called "the Bank") are bound unto Indian Institute of Management Indore (hereinafter called "IIMI") in the sum of Rs. 34,10,000/- (Rupees Thirty Four Lakh Ten Thousand only) for which payment well and truly to be made to the IIMI.

SEALED with the Common Seal of the said Bank this..... Day of..... 2022. The conditions of this obligation are:

- 1. If after tender opening the Bidder withdraws/ alters, his tender during the period of validity of tender (including extended validity of tender) specified in the form of Tender;
- 2. If the Bidder having been notified of the acceptance of his tender by IIM Indore:
 - a. fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidder, if required;

OR

- b. fails or refuses to furnish the Performance Guarantee, in accordance with the provisions of tender document and Instructions to Bidder,

We undertake to pay to IIMI either up to the above amount or part thereof upon receipt of the first written demand raised by IIMI within the validity period of this Bank Guarantee, without the IIMI having to substantiate the demand, provided that in the demand the IIMI will note that the amount claimed by IIMI is due to the occurrence of one or any of the above conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date*..... after the deadline for submission of tender as such deadline is stated in the Instructions to bidder or as it may be extended by the IIMI, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

Date.....

Signature of the Bank

Witness.....

Seal

(Signature, Name and Address)

*Date to be worked out on the basis of validity period of 90 days from the date of opening of bid plus 45 days.

* Clause no. 7 of the Section 8 of the tender will prevail in regard of the Earnest Money Deposit